PROCEDURE 1310.12
Issued: October 4, 1993


SUBJECT:            Mainframe computer information processing.

APPLICATION:        Executive Branch Departments and Sub-units.

PURPOSE:            To provide procedures for agencies to efficiently operate and manage mainframe
                    computer information processing resources.

CONTACT
AGENCY:             Department of Information Technology (DIT)
                    Office of Strategic Policy

TELEPHONE:          517/373-7326

FAX:                517/335-2355

SUMMARY:            This procedure describes the requirements for computer resource management in
                    agencies which have installed mainframe computer equipment.

APPLICABLE FORMS:  None.

PROCEDURES:

Agency
Operating
Unit (OU):

        Those with mainframe computers installed are required to institute a computer resource
        management function directed at improving the ability of technicians, managers and
        administrators to:

        -        Determine the upper limit of a system component to perform its intended task(s).

        -        Assess attained levels of service and service level objectives in relationship to
                 measured computer system performance.

        -        Determine resource requirements for new and changing workloads.

        -        Minimize underutilization or resources.

        -        Enable forecasting of system utilization.

        -        Plan and evaluate performance improvement activities.

        -        Enable evaluation of scheduling practices.

        -        Provide an objective, quantitative basis for expansion or contraction of computer
                 capabilities.

        -        Fulfill Department of Information Technology, Research and Policy reporting
                 requirements.

        -        Satisfy other appropriate needs as they evolve.

- A variety of techniques will be employed to satisfy the continuous measurement requirements of computer systems and telecommunication networks. Computer performance measurement will require a combination of the following techniques depending upon the processing environment:

  - Hardware monitoring systems.
  - Software monitoring systems.
  - Operating control system logs.
  - Operations manual logs.
  - Performance management consulting services.

- The output from these tools will assist data installation management toward attainment of efficient and economical operation and fulfill requirements for periodic summary reporting.

- The decision to support specific computer resource management tools will be based upon needs appropriate to an information processing installation. Implementation responsibility rests with the management of the affected information processing installations.

- Acquisitions of consulting services, hardware monitors and software monitors are subject to applicable administrative procedures.

- Performance and utilization reports will be produced to accomplish objectives outlined above. As the need arises, specified reports will be submitted to DIT, Research and Policy. These required reports will summarize hourly, daily and quarterly performance parameters and more detailed data depicting performance during critical periods. DIT, Research and Policy will have access to all performance monitors and their outputs as the need arises.

DIT:

- The Department of Information Technology, Research and Policy will request and review the outputs of required computer resource monitoring techniques as the need arises; e.g., upon the request for expanded computer resources.

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